



Newsletter July 2024

Get the latest information about the Local Land Charges (LLC) Programme and local authorities' data migration to the central LLC Register.

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National parks to receive funding

National parks in England and Wales will soon start to receive one-off payments to support their local land charges (LLC) work.

As both the originating and registering authority for planning information within their areas, national parks have a unique role. This role requires them to undertake extra tasks, which can be time consuming to fulfil alongside other duties.

Rhonda Griffiths, LLC Programme Manager, said:

“We understand the economic pressures many of the national parks face and the impact this has on resources. We want to speed up LLC migrations so everyone requiring the information can access it more quickly and simply. We hope the payments

will help the parks to complete tasks in a timely manner, by enabling the purchase of new equipment, services, or administrative support.”

The specific amount paid to each park will be proportionate to the LLC activity they undertake. Payment calculations will also reflect the number of local authorities within their areas.



Seven Sisters, view of the cliffs, lighthouse and beach at South Downs National Park

LLC service passes Government Digital Service assessment

It's official – the Search for Local Land Charges service has successfully passed the Government Digital Service (GDS) rigorous live assessment.

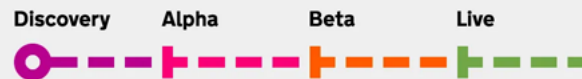
GDS is responsible for making 'digital government' simpler, clearer and faster for everyone. Working within the Cabinet Office they ensure that the design, build and usability of services fulfil user needs, aligning with technology and design patterns. At various stages of service development checks are conducted, and finally conclude with a five-point live assessment. Assessments are conducted by a panel of experienced digital professionals from across government, who are experts in their field.

Final assessment includes:

1. **content review** (including an external accessibility report) – 1 hour
2. **technical call** – 1 hour
3. **pre-call** (introductions and defining the scope of the service) – 1 hour
4. **assessment** (user research, design, analytics and team working) – 4 hours
5. **follow up questions** – 6000-word report



**Digital by Default
Service Standard**



GDS live assessments are extremely rare, only 15 reports of UK government services successfully progressing to this stage are available online. No other HM Land Registry service has been through this process.

So, what does it mean for users?

The Search for Local Land Charges service is delivering an intuitive, accessible, high-quality service, but we remain focussed on continuous improvement. You can help enhance the service by sharing your improvement suggestions with us. We will investigate the viability of each suggestion and use wider market collaboration to implement practical solutions.

Find out more about [GDS service assessments](#).



We've implemented your requests

New filters improve Maintain service

In response to customer feedback, we continue to enhance our service. The latest development is the introduction of new filters on the LLC 'find a charge journey'. This improvement will allow certain charge types to be identified more easily, when large numbers of charges are being examined. We anticipate this will be of value to county councils, national parks, and non-district council users.

Search by title number enhanced

By the end of July 2024, we plan to make available a new enhancement which will allow multiple title number extents to be used for a single search. We know that some property developments encompass more than one registered title. This enhancement ensures we can handle these scenarios better and subsequently improve the user's experience.

The screenshot shows the 'Maintain LLC' service interface on the GOV.UK website. The top navigation bar includes 'GOV.UK', 'Maintain LLC', and 'Joseph Stronach Sign out'. A beta notice states: 'BETA This is a new service - your feedback will help us to improve it. [Feedback form](#) (link opens in new tab)'. The main content area features a map of an urban area with various streets like 'Ove Rd', 'Park Rd', 'Marlborough Rd', 'Spring St', 'Rock St', 'Albion St', 'Warus Rd', and 'LONDON RD (A44)'. A search area is highlighted in blue on the map. A sidebar on the left titled '305 charges in this area' shows 'Showing 305 of 305 charges' and a 'Filter the results' section. The filter section includes 'Select all categories' and 'Select all originating authorities'. Under 'Select all categories', there are checkboxes for: Planning (299) - Conditional planning consent (277), Conservation area (1), Planning agreement (18), Tree preservation order (TPO) (3); Listed building (4) - Listed building (4); Other (2) - Other covenant (2). Under 'Select all originating authorities', there are checkboxes for: West Oxfordshire District Council (301) and Oxfordshire County Council (4). A legend at the bottom right of the map explains color coding: purple for 'Information not yet available', grey for 'Information will not be available', and blue for 'Use of address and mapping data'. A disclaimer at the bottom states: 'Use of address and mapping data (including the link between the address and its location) is subject to Ordnance Survey licence terms and conditions (link opens in new tab)'. The bottom right of the page includes 'Contact HM Land Registry', 'Accessibility statement', 'Cookies', 'Terms of use', 'Built by HM Land Registry', 'OGL All content is available under the Open Government Licence v3.0, except where otherwise stated', and '© Crown copyright'.

The screenshot shows the 'Confirm search area' interface on the GOV.UK website. The top navigation bar includes 'GOV.UK', 'Search for local land charges', and 'My account Sign out'. A beta notice states: 'BETA This is a new service - your feedback will help us to improve it. [Feedback form](#) (link opens in new tab)'. The main content area features a map with a search area highlighted in blue. A form on the right side of the map is titled 'Add another title number' and includes a text input field and an 'Add another' button. Below the map, there is a 'Get help' section with a link: 'Get help with this service (opens in new tab)'. A 'Confirm area' button is located below the map. A disclaimer at the bottom states: 'Use of address and mapping data is subject to Ordnance Survey Licence Terms and Conditions (opens in new tab). This includes the link between the address and its location.' The bottom right of the page includes 'Contact HM Land Registry', 'Accessibility statement', 'Cookies', 'Terms of use', 'Built by HM Land Registry', 'OGL All content is available under the Open Government Licence v3.0, except where otherwise stated', and '© Crown copyright'.

We value your feedback, if you would like us to consider a change to our service, please [share your idea with us](#).

Top migration tips

Emily Dechant-Carvajal, Relationship Manager, HM Land Registry, **shares her top tips for migration**

Moving into live service

1. Go live: after you enter live service your Relationship Manager will contact you regularly to ensure your transition goes well. If you have any data issues during this time, please tell them, so it can be resolved quickly.

2. Think of your Relationship Manager as a member of your team: each Relationship Manager works with a range of local authorities. They will help you to achieve the best outcomes and will share best practices that can improve efficiency. Don't be afraid to ask questions or to use their expertise.

3. Feeder departments: keep in touch with the different departments that send local land charges your way. This will help you know if charges are coming in on time and alert you if things are not running smoothly. If you experience challenges in this area, let your Relationship Manager know, as they have tools to help you.

4. API issues: if you're experiencing an issue with your API that your current supplier cannot fix in the first instance, contact your Relationship Manager. They will ask our team of analysts and technical leads to try and resolve the issue.

5. Review quarterly performance reports: when you have been in live service for a few months, take some time to review your quarterly performance report. This report provides a snapshot of your registration activity and offers valuable insight into your performance trends. It will also highlight any areas that may require your attention. The report will be sent to you by your Relationship Manager.

6. Go for gold: local authorities in live service are ranked either gold, silver or bronze. Rankings are based on registration performance for timeliness and data quality. Your Relationship Manager is committed to working with you to achieve and maintain a gold standard ranking. Local authorities performing at this level have an excellent chance of winning our annual Land Data Local Land Charges Award.

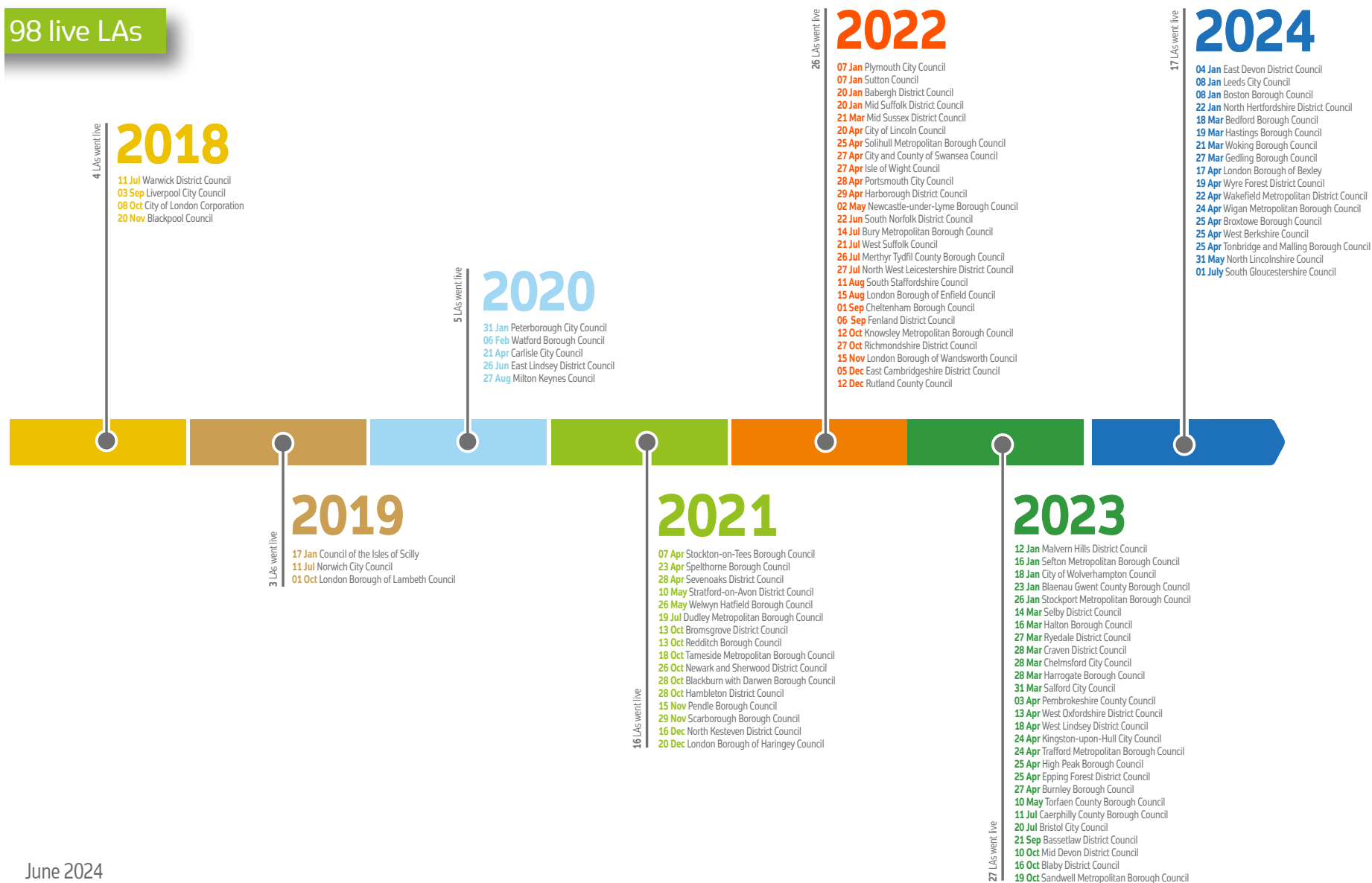
7. Keep the customer in mind: when registering a charge, make sure all relevant information is included. This approach will ensure customers get a complete and accurate view of the charges included in their search.



Local authorities on the register by 1 July 2024

HM Land Registry Local Land Charges Register

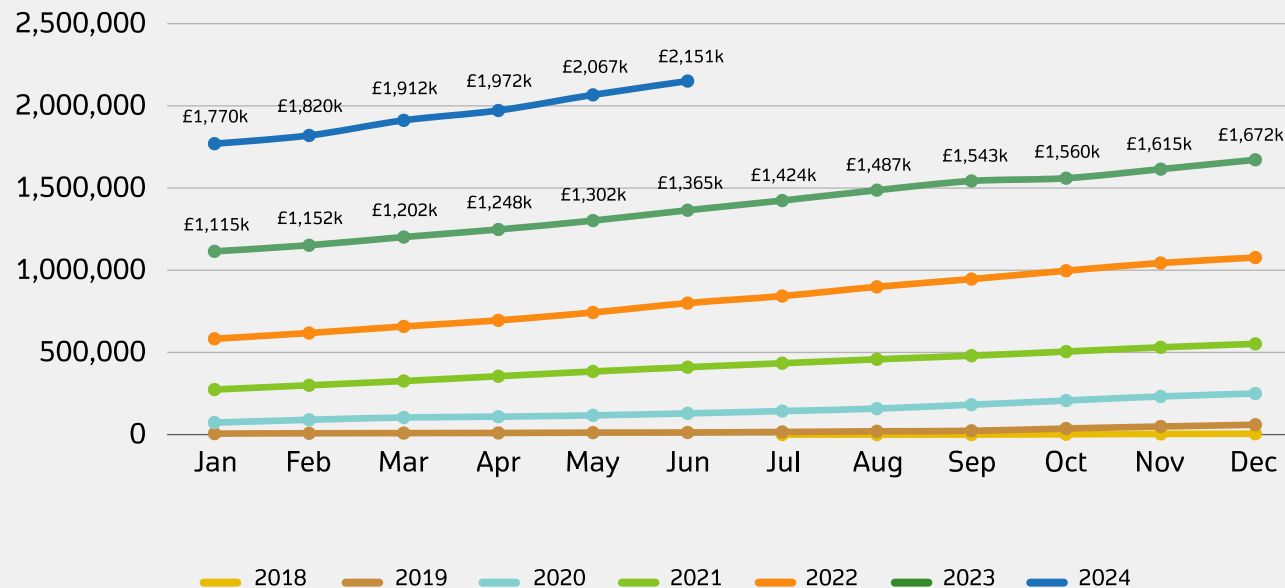
98 live LAs



The national LLC Register cost savings

Since programme launch, the LLC Register has recorded a total cost saving of over **£2.1 million** from searches with customers in migrated areas, saving an average of **12.6 days** to obtain an LLC search result. More than **5.7 million** charges from the **98 local authorities have been migrated** to the register.

Cost savings since service go live



This graph illustrates the accumulative savings as more local authorities join the national LLC Register



The national LLC Register - total number of searches

Since July 2018,
we have recorded

1,057,603
searches on
the register

Search figure accurate up to the end of the preceding month (June 24)



Kind regards

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Implementation

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